



National Website and Hotline Design Project – Summary of Stakeholder Engagement Activities

Below is a summary of the stakeholders interviewed in the research conducted on behalf of the Office of Child Care to inform the Administration for Children and Families' choice of a design for the National Child Care Website and Hotline as described in the 2014 Child Care and Development Block Grant (CCDBG) reauthorization. The Administration for Children and Families would like to thank these stakeholders and members of the public who submitted comments in the Federal Register Request for Comments. Please visit the Office of Child Care website for more details: <http://www.acf.hhs.gov/occ/national-website-and-hotline-project>.

Listening Sessions

Listening sessions were conducted with the following stakeholder groups:

- **Early Childhood Education Expert Panel**
- **State and Territory CCDBG Administrators**
- **National Organizations**
- **Child Care Resource and Referral Professionals**
- **National Association for Regulatory Administration (NARA)**
- **Early Care and Education Consortium (ECEC)**
- **American Public Human Services Associations (APHSA) and IT Solutions Management for Human Services (ISM)**
- **National Association for Family Child Care (NAFCC)**

Family Focus Groups

The table below provides a summary of the 2016 focus group locations and target audiences in attendance. A summary of the comments from the family focus groups is [available here](#).

Table 1. Location and Audience Attendees Summary

Location	Target Audiences in Attendance
Alabama—Festival Early Head Start/Head Start Center	Urban Parents, Teen age parent, Parents Receiving Services. Parents of Infants/Toddlers, Preschoolers, School-Age
Alabama—West Center Street (WCS) Early Head Start/Head Start Center	Rural Parents, Urban Parents, Hispanic Parents, Parents Receiving Services, Spanish Speaking (with Translator). Large Hispanic attendance
Massachusetts—Associates for Human Services	Suburban Parents of children enrolled in Early Intervention (infants and toddler with special needs)— mostly moms, 2 dads, 1 grandmother
Ohio (NW Ohio)—WSOS	Rural—Veteran family, former homeless mom, other moms and one couple
Sacramento—EPY /Children’s Law Center /CLCSAc-2 (Welfare Law Offices)	Urban Teen Parents; Foster Youth and Young Adults with children
Ocean Shores High School, Oceanside, CA	Suburban Teen Parents
Alta Vista High School, Vista, CA	Urban Teen Parents
SPIN Support Group, County Library, Hollister CA	Rural Spanish Speaking families that have children with special needs using voucher programs

Workgroups

Website Workgroup

Three meetings were conducted in March to review research, vision and requirements, potential types of information to include, design options, user experience/interface features and social media options. Members of the group include the following:

- Aubrie McArthur—Idaho Department of Health and Welfare
- Bobbie Weber—Oregon State University
- Gina Adams—Urban Institute
- Jason Wutt—Wisconsin Bureau of Early Care Regulation
- Janet Singerman—North Carolina CCR&R
- Leadell Ediger—Child Care Aware of Kansas
- Melissa Juhl—Iowa CCR&R

- Pam Tatum—Georgia CCR&R
- Patrick Gannon—Expert Panel Lead
- Teresa Derrick-Mills—Urban Institute

Hotline Workgroup

Four meetings were conducted in March and April. The workgroup reviewed design options developed by ICF and provided feedback about pros and cons. The feedback from the group was incorporated into design adjustments. The workgroup also discussed protocols and made recommendations for protocols specific to each design option. Members of the group include the following:

- Bev Schmalzreid—Consultant
- Courtney Keith—Idaho Department of Health and Welfare
- Dee Todd—Texas Department of Family and Protective Services
- Laurie Furstenfeld—Child Care Law Center
- Nilofer Ashan—Consultant
- Ric Zimmerman—Texas Department of Family and Protective Services
- Ryan Page—Iowa Department of Human Services
- Patrick Gannon—Expert Panel Lead
- Calvin Moore—Child Care State Capacity Building Center
- Jim Bates—National Center on Child Care Subsidy Innovation and Accountability
- Michele Adams—National Center on Early Childhood Quality Assurance
- Rose Ribeiro—Child Care State Capacity Building Center
- Violeta Mora—Child Care State Capacity Building Center

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